



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 41.4.4

TITLE: ONLINE NON-EMERGENCY CRIME REPORTING

EFFECTIVE: 04/08/2018

REVISED:

PURPOSE

This Chapter governs the use of online non-emergency crime reporting to allow members of the public to report non-emergency crimes that may require a police report but do not require a physical response by an officer to the scene.

Online non-emergency crime reporting will enhance the level of emergency police services available in the community by allowing the public to report non-emergency crimes via web-based reports not requiring the physical presence of an officer, without lessening the quality of law enforcement services provided by the New Orleans Police Department.

POLICY STATEMENT

1. It is the policy of the New Orleans Police Department to:
 - (a) Provide an immediate response to calls for service involving a threat to life, serious bodily harm, or major property damage/loss.
 - (b) Dispatch a police officer to the scene of a call for service if the incident warrants and/or the caller insists.
 - (c) Provide for a convenient, cost-effective mechanism for members of the public to report non-emergency crimes to the police department.

DEFINITIONS

Alternative Police Response (APR)—A strategic response to low-priority calls for service (such as a “Code 0” complaint) that do not require an immediate response to the scene.

ONLINE POLICE REPORT PROCESS ORGANIZATION AND STAFFING

2. The online non-emergency crime police report process shall be a part of the Field Operations Bureau and part of the duties and responsibilities of the APR unit. The APR Unit may be staffed as necessary to meet the requirements of this Chapter under the direction of the Deputy Superintendent of the Field Operations Bureau.
3. Members of the public who wish to file an online non-emergency crime police report for incidents that do not require the presence of an officer, may choose to use the **NOPD Online Non-Emergency Crime Reporting** process at:

<https://www.nola.gov/nopdonline/>. The Superintendent's Office shall promote the use of the online reporting process.

4. Only incidents that meet the restrictions posted on the online non-emergency crime police report web site may be filed online. All others may be referred to the APR Unit or for dispatch as a call for service by the appropriate police District.
5. The APR member and supervisor shall ensure that all reports filed by a member of the public on the online non-emergency crime police report web site are reviewed for appropriateness, completeness, clarity and follow-up if required.
6. Any false or inaccurate reports are subject to criminal prosecution.
7. The following template will be used for the item numbers associated with the online non-emergency crime police report only:

January	M-####-##
February	N-####-##
March	O-####-##
April	P-####-##
May	Q-####-##
June	R-####-##
July	S-####-##
August	T-####-##
September	U-####-##
October	V-####-##
November	W-####-##
December	X-####-##

CLASSIFICATION OF CALLS FOR SERVICE

8. The Deputy Superintendent for Field Operations Bureau shall be responsible for initiating internal policies for designating the complaint signals / calls that are can be reported on the online non-emergency crime police report web site.
9. Calls for service signals identified in the attached **Appendix A** are eligible to be reported on the web-based application. **Cases which involve firearms CANNOT be reported online.**

APR MEMBER RESPONSIBILITIES

10. APR members shall review all online non-emergency crime police reports assigned to them per current Departmental policy guidelines for report preparation and content requirement (See: **Chapter 81.2 – Report Preparation**). An automated email shall be generated to the complainant/writer with the NOPD item number.
11. If a crime bulletin is required (See: **Chapter 82.8 – Crime Bulletins**) the reviewing APR member shall ensure the required bulletin is sent and a copy is included in the final, approved report.
12. Online auto theft reports shall meet the requirements of **Chapter 42.2.10 – Auto Theft Investigations**.

13. APR members shall complete a Daily Activity Report (Form #31) detailing each online non-emergency crime police report reviewed and its disposition.
14. If the online non-emergency crime police report is deficient, the reviewing member of APR shall make a minimum of two call back attempts to contact the reporting person on different, consecutive, working days. If no contact is made with the online reporting person after two attempts, the online non-emergency crime police report shall not be approved and may be deleted or assigned for a dispatch follow-up by the District of occurrence if the APR supervisor deems it necessary.
15. The APR member who approved an online non-emergency crime police report shall refer the report to the appropriate District Investigative Unit commander by email within 48-hours of approval so that any issues that identify a crime trend or pattern or require investigative follow-up may be handled. The email shall provide the item number of the incident.

APR SUPERVISOR RESPONSIBILITIES

16. The APR supervisor shall be responsible for:
 - (a) Monitoring all online non-emergency crime police report for APR review and approval.
 - (b) Verifying that all APR online non-emergency crime police report reviews are recorded and approved by an APR member and an APR supervisor in the authorized Department application (i.e., Electronic Police Reports).
 - (c) Ensuring the person filing the online non-emergency crime police report receives an email with the NOPD incident item number once the report is approved.
 - (d) Ensuring that each approved online non-emergency crime police report is referred to the appropriate District Investigative Unit commander by email within 48-hours of approval so that any issues that identify a crime trend or pattern or require investigative follow-up may be handled. The email shall provide the item number of the incident.
17. The APR supervisor shall conduct satisfaction surveys on a cycle or frequency to be determined by the Deputy Chief of the Field Operations Bureau to ensure quality of service. The random surveys shall include:
 - (a) Random online reporting person satisfaction "callbacks" on online non-emergency crime police report filed and assigned to the APR unit; and
 - (b) Random reviews of online non-emergency crime police reports that required follow-up calls by a member of the APR unit.
18. The APR supervisor shall be responsible for preparing a weekly MAX report for the APR unit detailing the volume and type of online non-emergency crime police reports handled, as well as the handling times (time online report filed, time assigned to APR member for review, time of completion of member review, time of approval by supervisor), the number and type of reports that required call-back and the number and type that are found deficient.

APPENDIX A—Eligible Calls for Service

The following are **Eligible Calls for Service** that can be subject to online reporting:

- All Priority 0 calls
- 21P – Lost Property
- 67 – Theft
- 67A – Auto Theft (See: **Chapter 42.2.10 – Auto Theft Investigations**)
- 67B – Bicycle Theft
- 67C – Theft from exterior of auto
- 67P – Pickpocket
- 67S – Theft by Shoplifting
- Simple Burglary (Vehicle)
- Criminal Damage to Property

All cases which involve firearms cannot be reported online.